

INTEGRATED SERVICE MANAGEMENT SYSTEM

ABSTRACT OF THE DISCLOSURE

5 The present invention provides techniques for creation, operation,
management, and access control of network-based storage services. Specific
embodiments provide improved efficiency of the service management tasks used for
designing, operating and accounting the robust and profitable network services, for
example. In representative embodiments, techniques for constructing integrated network
10 and storage services are provided. In a specific embodiment, the service comprises of
three major service components: virtual private networks (VPN), application servers and
storage area networks (SAN). Each of these service components has its own customer
identification information, such as VPN identifier for VPN services, process identifier for
application servers and logical unit number (LUN) for storage devices.

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